

CLAIMS

1. A method for providing a secure response to a first party, comprising the steps of:

receiving a first submission from the first party over a communications network, wherein the first submission is directed to a second party and includes an identifier associated with the first submission, and wherein the first party has not established a relationship with the second party;

receiving a response to the first submission from the second party;

storing the response for later retrieval by the first party or the second party;

sending a notification to the first party, wherein the notification provides information for securely accessing the response;

receiving a second submission from the first party wherein the second submission comprises information for correlation to the identifier provided in the first submission;

authenticating the first party; and

permitting the first party to securely access the response from the second party.

2. The method of claim 1 wherein the communications network is the Internet.
3. The method of claim 1 wherein the identifier is a password.

4. The method of claim 3 wherein the identifier further comprises a user name.
5. The method of claim 4 wherein the user name is an email address.
6. The method of claim 1 wherein the first party is a user at a client system.
7. The method of claim 6 wherein the user is a prospect.
8. The method of claim 1 wherein the first party pre-registered with the second party prior to the submission by the first party.
9. The method of claim 1 wherein the submission from the first party is forms-based.
10. The method of claim 1 wherein the submission from the first party contains private information about the first party.
11. The method of claim 1 wherein the submission from the first party is received through a secure system.

12. The method of claim 1 wherein the second party includes a customer service representative.
13. The method of claim 1 wherein the response to the submission contains private information about the first party.
14. The method of claim 1 wherein the notification is an unsecured email notification.
15. The method of claim 14 wherein if the notification is bounced, the first submission is located and marked to indicate that the notification was bounced.
16. The method of claim 1 wherein the information for securely accessing the response comprises an HTTPS link to an authentication page.
17. The method of claim 1 further comprising the step of:
recording the attempts to access the response.
18. The method of claim 1 further comprising the step of:
preventing access to the response after a predetermined time period.

19. The method of claim 1 further comprising the step of:

preventing access to the response after a predetermined number of failed attempts.

20. A server system for providing a secure response to a first party, comprising:

a receiving component for receiving a first submission from the first party and a response thereto by a second party, wherein the first submission is directed to the second party and includes an identifier associated with the first submission, and wherein the first party has not established a relationship with the second party;

a data storage medium for storing the response by the second party for later retrieval by the first party or the second party;

a transmitting component for sending a notification to the first party, wherein the notification provides information for securely accessing the response; and

an authentication component for correlating a second submission from the first party to the identifier provided in the first submission and permitting the first party to securely access the response from the second party upon authentication of the first party.

21. The system of claim 20 wherein the submission by the first party is made from a client system via a communications network.

22. The system of claim 21 wherein the communications network is the Internet.

23. The system of claim 20 wherein the identifier is a password.

24. The system of claim 23 wherein the identifier further comprises a user name.

25. The system of claim 24 wherein the user name is an email address.

26. The system of claim 20 wherein the first party is a user at a client system.

27. The system of claim 26 wherein the user is a prospect.

28. The system of claim 20 wherein the first party pre-registered with the second party prior to the submission by the first party.

29. The system of claim 20 wherein the submission from the first party is forms-based.

30. The system of claim 20 wherein the submission from the first party contains private information about the first party.

31. The system of claim 20 wherein the submission from the first party is received through a secure system.
32. The system of claim 20 wherein the second party includes a customer service representative.
33. The system of claim 20 wherein the response to the submission contains private information about the first party.
34. The system of claim 20 wherein the notification is an unsecured email notification.
35. The system of claim 34 wherein if the notification is bounced, the first submission is located and marked to indicate that the notification was bounced.
36. The system of claim 20 wherein the information for securely accessing the response comprises an HTTPS link to an authentication page.
37. The system of claim 20 further comprising:
a processing component for recording the attempts to access the response.

38. The system of claim 20 further comprising:

a security component for preventing access to the response after a predetermined time period.

39. The system of claim 20 further comprising:

a security component for preventing access to the response after a predetermined number of failed attempts.

40. A server system for providing a secure response to a first party, comprising:

means for receiving a first submission from the first party and a response thereto by a second party, wherein the first submission is directed to the second party and includes an identifier associated with the first submission, and wherein the first party has not established a relationship with the second party;

means for storing the response by the second party for later retrieval by the first party or the second party;

means for sending a notification message to the first party, wherein the notification message provides information for securely accessing the response; and means for correlating a second submission from the first party to the identifier provided in the first submission and permitting the first party to securely access the response from the second party upon authentication of the first party.